



# HP Deskjet 6122 Software & Driver Update

This guide will provide a step by step guide describing how to update software and drivers onto the printer, and combat the problem of a printer failing to acknowledge assigned tasks.

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## INTRODUCTION

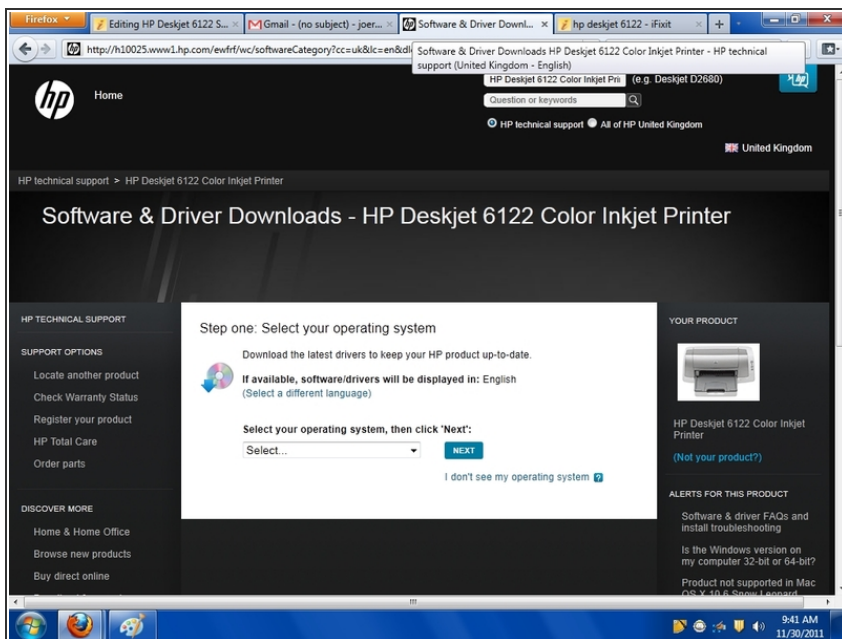
A printer's drivers must be updated to allow it to perform as it was intended to. Updating the drivers and software helps to prevent problems such as a loss of communication with the computer or the inability to complete jobs that are sent to it.

## Step 1 — HP Deskjet 6122 Software & Driver Update



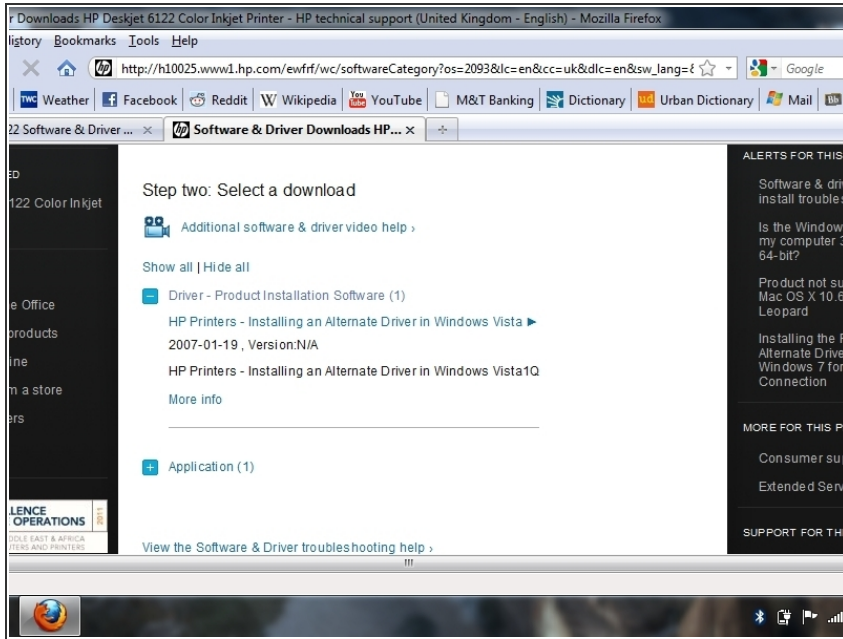
- First, you must make sure that the computer has internet access.
- Then, check if the printer is plugged in and connected to a computer.
- To check to see if the computer is connected to the printer open up the Control Panel and click on “view devices and printers”. If the printer is not listed, click add a printer and follow the prompts.

## Step 2



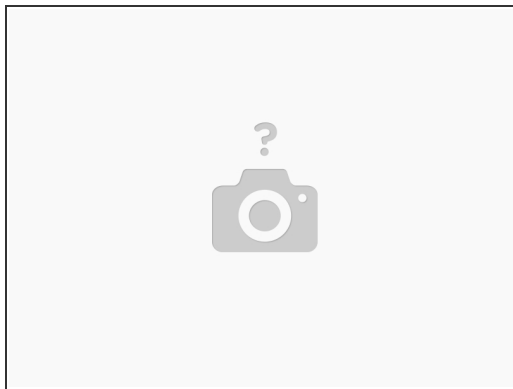
- Click [here](#) to be redirected to the website, to download the driver update. Select the computer's operating system, then click next.

## Step 3



- The browser will redirect to a page labeled “Step two: Select a download”. Click on “Driver – Product Installation Software”. This will provide a list of the most up-to-date drivers and software installations for the printer.
- Note: Other drivers and software are available for different operating systems.

## Step 4



- Follow the instructions provided by the website, then wait for the site to confirm that the download was successful.

## Step 5



- Restart the computer and printer to allow the new software to finish its installation and run properly.

Now that the printer's software has been updated, a test sheet should be printed to be sure that it is functioning properly. If there is a problem, be sure to check that the software update did not disconnect the printer from the computer. Directions to check this can be found in Step 1. If problems continue to persist, HP's support website may be able to help and is found at the following link.

<http://support.hp.com/us-en>

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